SJS 44 (Rev. 12/07, NJ 5/08)

# CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS	······································	DEFENDANTS				
WILBRUN R. CREWS	6	1	NCO FINANICAL SYSTEMS, INC.			
(b) County of Residence	of First Listed Plaintiff	County of Residence of	County of Residence of First Listed Defendant			
	me, Address, Telephone Number and Email Add	-				
(c) Attorney's (Firm Na	ine, Address, Telephone (address and Email Add	NOTE: IN LAND	D CONDEMNATION CASES, USE TH	E LOCATION OF THE		
Craig Thor Kimmel, I	•	LAND	NVOLVED.			
Kimmel & Silverman	, P.C.	Attorneys (If Known)				
30 E. Butler Pike						
Ambler, PA 19002 (215) 540-8888						
II. BASIS OF JURISDICTION (Place an "X" in One Box Only) III. CITIZENSHIP OF PRINCIPAL PARTIES(Place an "X" in One Box for Plaintiff						
D 1 U.S. Government	₹ 3 Federal Question	(For Diversity Cases Only)	and TF DEF	One Box for Defendant) PTF DEF		
Plaintiff	(U.S. Government Not a Party)		1 (7) 1 Incorporated or Principal	Place		
			of Business In This State	•		
O 2 U.S. Government	☐ 4 Diversity	Citizen of Another State	2 0 2 Incorporated and Princip			
Defendant	(Indicate Citizenship of Parties in Item III)		of Business In Anotho	er State		
			3 🗇 3 Foreign Nation	06 06		
IV NATURE OF SUI	T (Place an "X" in One Box Only)	Foreign Country				
CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES		
☐ 110 Insurance	PERSONAL INJURY PERSONAL INJUG			400 State Reapportionment		
☐ 120 Marine ☐ 130 Miller Act	310 Airplane     362 Personal Injury     315 Airplane Product     Med. Malpractic			410 Antitrust 430 Banks and Banking		
☐ 140 Negotiable Instrument	Liability 🗓 365 Personal Injury	of Property 21 USC 881	0 .	450 Commerce		
150 Recovery of Overpayment & Enforcement of Judgment				460 Deponation 470 Racketeer Influenced and		
☐ 151 Medicare Act	330 Federal Employers' Injury Product	☐ 650 Airline Regs.	☐ 830 Patent	Corrupt Organizations		
152 Recovery of Defaulted	Liability Liability  340 Marine PERSONAL PROPEI	G 660 Occupational Safety/Health		480 Consumer Credit 490 Cable/Sat TV		
Student Loans (Excl. Veterans)	345 Marine Product 370 Other Fraud	☐ 690 Other	<u> </u>	810 Selective Service		
☐ 153 Recovery of Overpayment	Liability 371 Truth in Lending	710 Fair Labor Standards	SOCIAL/SECURITY 5 1	850 Securities/Commodities/ Exchange		
of Veteran's Benefits  (i) 160 Stockholders' Suits	350 Motor Vehicle 380 Other Personal Property Damas			875 Customer Challenge		
☐ 190 Other Contract	Product Liability		O 863 DIWC/DIWW (405(g))	12 USC 3410 890 Other Statutory Actions		
☐ 195 Contract Product Liability ☐ 196 Franchise	360 Other Personal Product Liability Injury	7 730 Labor/Mgmt.Reporting & Disclosure Act		891 Agricultural Acts		
REAL PROPERTY	CIVIL RIGHTS PRISONER PETITIC			892 Economic Stabilization Act 893 Environmental Matters		
☐ 210 Land Condemnation ☐ 220 Foreclosure	441 Voting     510 Motions to Vaca     Sentence     Sentence	ile 790 Other Labor Litigation 791 Empl. Ret. Inc.		894 Energy Allocation Act		
230 Rent Lease & Ejectment	O 443 Housing/ Habeas Corpus:	Security Act	🗗 87) IRSThird Party	895 Freedom of Information		
<ul> <li>240 Torts to Land</li> <li>245 Tort Product Liability</li> </ul>	Accommodations	IMMIGRATION	26 USC 7609	Act 900Appeal of Fee Determination		
(290 All Other Real Property	☐ 445 Amer, w/Disabilities - ☐ 540 Mandamus & O	ther		Under Equal Access		
	Employment	1 463 Habeas Corpus - Alien Detainee		to Justice 950 Constitutionality of		
	Other 333 Prison Condition	465 Other Immigration		State Statutes		
	440 Other Civil Rights	Actions				
V. ORIGIN (Place	mm: O. D. O.LO			Appeal to District		
	an "X" in One Box Only) emoved from	1 4 Reinstated or 1 3 anoth	sferred from 6 Multidistrict	7 Judge from Magistrate		
	tate Court Appellate Court	Reopened (spec	ifv) Lingarion	Judgment		
	Cite the U.S. Civil Statute under which you 15 U.S.C. Section 1692	are filing (Do not cite jurisdiction	nal statutes unless diversity):			
VI. CAUSE OF ACTION  Brief description of cause: Fair Debt Collection Practices Act						
VII. REQUESTED IN G CHECK IF THIS IS A CLASS ACTION DEMAND S CHECK YES only if demanded in complaint:						
COMPLAINT: UNDER F.R.C.P. 23 JURY DEMAND:						
VIII. RELATED CASE(S) (See instructions): JUDGE DOCKET NUMBER						
Poster de		-//1				
Explanation:	·					
5/26/10						
DATE SIGNATURE OF ATTORNEY OF RECORD						

# UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.						
Address of Plaintiff: 2241 Confederate Drive Rural Hall NC 27045						
Address of Defendant: 507 Prudential Road, Harsham, PA 1904/C/						
Place of Accident, Incident or Transaction: 2241 Confederate Drive, Rural Hall NC 270415						
(Use Reverse Side For Additional Space)						
Does this civil action involve a nongovernmental corporate party with any parent corporation and	any publicly held corporation owning 10% or more of its stock?					
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes No.					
Does this case involve multidistrict litigation possibilities?	Yes No					
RELATED CASE, IF ANY: Case Number: Judge	Date Terminated:					
Case Namoer						
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one year	YesD No					
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior sui action in this court?	t pending or within one year previously (erminated					
action in this court.	Yes□ No[X					
3. Does this case involve the validity or infringement of a patent already in suit or any earlier nur	/					
terminated action in this court?	Yes□ No□X					
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights case filed by the same individual?						
	Yes□ No□					
CIVIL: (Place ✓ in ONE CATEGORY ONLY)						
A. Federal Question Cases:	B. Diversity Jurisdiction Cases:					
1. Indemnity Contract, Marine Contract, and All Other Contracts	1. D Insurance Contract and Other Contracts					
2. ☐ FELA	2. D Airplane Personal Injury					
3. □ Iones Act-Personal Injury	3. Assault, Defamation					
4. □ Antitrust 5. □ Patent	<ol> <li>4. □ Marine Personal Injury</li> <li>5. □ Motor Vehicle Personal Injury</li> </ol>					
	¥ -					
6. □ Labor-Management Relations	<ul> <li>6. □ Other Personal Injury (Please specify)</li> </ul>					
7. D Civil Rights	7. Products Liability					
8. □ Habeas Corpus	8. Products Liability — Asbestos					
9. Securities Act(s) Cases	9. □ All other Diversity Cases					
10. □ Social Security Review Cases	·					
11. X All other Federal Question Cases 15 U.S.C & 1692	(Please specify)					
(Please specify)  ARBITRATION CERTIF	EICATION					
(Check Appropriate Cate	egory)					
I, Counsel of record do hereby certify:  Pursuant to Local Civil Rule 33.2, Section 3(c)(2), that to the best of my knowledge and be						
\$150,000.00 exclusive of interest and costs;	,,					
Relief other than monetary damages is sought.	<u> ب</u> بـ					
DATE: 5/20/10 ruig Thankimmel	<u> 57100                                    </u>					
Attorney-at-Law 1  NOTE: A trial de novo will be a trial by jury only if there	Attorney I.D.# has been compliance with F.R.C.P. 38.					
I certify that, to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this court except as noted above.						
Clocky The 12	E TICIA					
DATE: STOCKIO LIVING INV KIMME	5-7100					
Attorney-at-Law Attorney-at-Law	Attorney l.D.#					

CIV. 609 (6/08)

# IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

# CASE MANAGEMENT TRACK DESIGNATION FORM

Telephone	FAX Number	E-Mail Address			
5/26/10 Date (215) 546-8888	Cruig Ther-Kimmel Attorney-at-law 800-863-1689		US Com	_	
(f) Standard Management -	- Cases that do not fall into any o	ne of the other tracks.	<b>&gt;</b>	ð	
commonly referred to as	Cases that do not fall into tracks as complex and that need special condensities of this form for a detailed ex	or intense management by	(	)	
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos. (					
(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2. ( )					
(b) Social Security - Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ( )					
(a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255.					
SELECT ONE OF THE F	OLLOWING CASE MANAGE	MENT TRACKS:			
plaintiff shall complete a Ca filing the complaint and serv side of this form.) In the designation, that defendant s the plaintiff and all other pa	se Management Track Designatine a copy on all defendants. (See § event that a defendant does not shall, with its first appearance, su	duction Plan of this court, couns on Form in all civil cases at the ti 1:03 of the plan set forth on the reagree with the plaintiff regarding brait to the clerk of court and ser Designation Form specifying the	me o evers g sai ve o	of e d n	
NCO Financial 3	yotems, inc. :	NO.			
NCO Financial Si	:				
Wilburn R. Creu	) ૧ :	CIVIL ACTION			

(CIv. 660) 10/02

# UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

)
) )
Case No.:
) ) COMPLAINT AND DEMAND FOR ) JURY TRIAL
) (Unlawful Debt Collection Practices)

# **COMPLAINT**

WILBURN R. CREWS ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

#### INTRODUCTION

1. Count I of Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

#### JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1367 grants this court supplemental jurisdiction over the state claims contained therein.

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- 3. Defendant conducts business in the Commonwealth of Pennsylvania and as such, personal jurisdiction is established.
  - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
  - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

#### **PARTIES**

- 6. Plaintiff is a natural person residing in Rural Hall, North Carolina 27045.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- Defendant is a national debt collection company with its principal place of business located at 507 Prudential Road, Horsham, Pennsylvania 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in its attempts to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

#### PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and

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misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § The FDCPA is designed to protect consumers from unscrupulous 1692f. collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.

14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

#### FACTUAL ALLEGATIONS

- 15. Beginning in September 2008, through February 2010, Defendant and others it retained constantly and continuously placed harassing telephone calls to Plaintiff in an effort to collect an alleged debt.
- 16. The alleged debt Defendant was seeking to collect arose out of transactions which were primarily for personal, family, or household purposes.
- 17. Defendant and others it retained repeatedly placed calls to Plaintiff's home telephone all throughout the day and at inconvenient times, such as on holidays.
- 18. Defendant left voice messages on Plaintiff's home answering machine, available for anyone in the household to access.
- 19. Plaintiff instructed Defendant to stop calling him; however, Defendant ignored Plaintiff's instructions, and continued to contact him, causing him to receive on average of two (2) collection calls a day.
- 20. During one call in particular, Defendant misrepresented the status of the debt, offering to settle the debt, making Plaintiff believe that litigation was anticipated or pending against him.

- 21. In an effort to stop the repetitive calls from Defendant, Plaintiff enrolled in a debt consolidation program through Genesis.
- 22. On Plaintiff's behalf, Genesis negotiated a repayment plan with Defendant for the alleged debt.
- 23. Plaintiff made timely, monthly payments to Genesis, which were paid to and accepted by Defendant.
- 24. Then, on or about February 25, 2010, Defendant contacted Plaintiff contending that he did not make his monthly payment.
  - 25. Defendant offered to settle the alleged debt with Plaintiff for \$403.31.
- 26. This was confusing and misleading to Plaintiff as his payments to Genesis had regularly been debited out of his banking account on the 26<sup>th</sup> of each month, and thereafter, payment was made to Defendant, but Defendant, suddenly, was calling prior to his payment due date.
- 27. Plaintiff again instructed Defendant not to contact him, but rather to contact Genesis and that the calls were harassing as he was adhering to the agreement reached between him, through Genesis, and Defendant.
- 28. Despite making regular payments on the account, Defendant still continues to call Plaintiff in an attempt to collect the alleged debt.
- 29. The repetitive calls to Plaintiff were disturbing, harassing, and an invasion of privacy.

### CONSTRUCTION OF APPLICABLE LAW

30. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector

to be entitled to damages." Russell v. Equifax A.R.S., 74 F. 3d 30 (2nd Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2nd Cir. 1993).

- 31. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C § 1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 32. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

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# COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 33. Defendant violated the FDCPA in the following ways:
  - a. Communicating with the Plaintiff at a time known to be inconvenient to Plaintiff, specifically on a holiday, in violation of 15 U.S.C. § 1692c(1);
  - b. Harassing, oppressing, or abusing Plaintiff in connection with the collection of a debt, in violation of 15 U.S.C. § 1692d;
  - c. Causing Plaintiff's telephone to ring or engaging Plaintiff in telephone conversation repeatedly or continuously with intent to annoy, abuse, or harass Plaintiff, in violation of 15 U.S.C. § 1692d(5);
  - d. Using false, deceptive, and misleading representations or means in connection with the collection of a debt, in violation of 15 U.S.C. § 1692e;
  - e. Falsely representing the amount of the alleged debt, in violation of 15 U.S.C. § 1692e(2)(A);
  - f. Using false representations and deceptive means to collect or attempt to collect any debt, in violation of 15 U.S.C. § 1692e(10);
  - g. Using unfair and unconscionable means to collect a debt, in violation of 15 U.S.C. § 1692f; and
  - h. Attempting to collect an amount not expressly authorized by the agreement creating the debt and not permitted by law, in violation of 15 U.S.C. § 1692f(1).

34. As a result of the above violations of the FDCPA, Defendant is liable to Plaintiff in the sum of Plaintiff's actual damages, statutory damages, and attorney's fees and costs.

WHEREFORE, Plaintiff, WILBURN R. CREWS, respectfully prays for a judgment as follows:

- a. Declaratory judgment that Defendant's conduct violated the FDCPA;
- b. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- c. Statutory damages of \$1,000.00 for each violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- d. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1692k(a)(3); and
- e. Any other relief deemed appropriate by this Honorable Court.

#### JURY DEMAND

Pursuant to Civil Rule 38, Plaintiff hereby demands a trial by jury on all issues in this action, and any issues relating to the amount of attorneys' fees and litigation costs to be awarded should Plaintiff prevail on any of her claims in this action.

RESPECTFULLY SUBMITTED, ì KIMMEL & SILVERMAN, P.C.. 2 DATED: May 26, 2010 3 4 By: /s/ Craig Thor Kimmel Craig Thor Kimmel 5 Attorney ID # 57100 Kimmel & Silverman, P.C. 6 30 E. Butler Pike 7 Ambler, PA 19002 Phone: (215) 540-8888 8 Fax: (215) 540-8817 9 Email: kimmel@creditlaw.com 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25